

Community
Health
Service

inspiro

Annual Report 2014-15



Incorporating the Quality of Care Report

www.inspiro.org.au

ABOUT INSPIRO

Inspiro is a local, not-for-profit community health service providing primary care services to the Yarra Ranges community. Our team of more than 80 staff is here to connect everyone to the health care they need, regardless of their situation.

History

- 1995** Ranges Community Health Service Inc was born out of the amalgamation of Mooroolbark and Sherbrook Community Health Centres.
- 2000** The purpose-built centre in Clarke Street, Lilydale was officially opened by Health Minister John Thwaites, and houses Maroondah Addictions and Recovery Project's administration office (relocated offsite 2015).
- 2008** Eastern Health opened Yarra Ranges Health 'Super Clinic' adjacent to Ranges Community Health's Lilydale building, providing a major health precinct for the area.
- 2008** Ranges Community Health formally acknowledged the traditional custodians of the land, the Wurundjeri people.
- 2011** Main Street Medical Centre co-located its bulk billing GP service at the Lilydale centre.
- 2012** Ranges Community Health officially changed its name to Inspiro, in response to community feedback, embarking on a major rebranding program.

- 2015** Inspiro celebrates 20 years of providing quality health care to the community. The range of services, groups and programs continues to grow in response client needs.

Our services

- **Community Dental** – a six-chair clinic providing a general dental service and outreach service
- **Healthy Living** – a multidisciplinary approach to chronic disease management
- **Active Ageing** – targeting Home and Community Care (HACC) groups and people over 60 years
- **Population Health** – health promotion and Aboriginal health
- **Child, Youth and Families** – paediatric specialties, youth services and family violence.

Disciplines represented include podiatry, physiotherapy and exercise physiology, occupational therapy, children's occupational therapy, children's speech pathology, counselling and social work, dietetics, diabetes education and health promotion.

Who uses our services?

Inspiro is accessible to everyone. Our clients include children, youth and adults across a diverse range of population groups including the local Aboriginal community and Yarra Ranges' growing Burmese population.

Welcome

What we do

We are the go-to community health service in the Yarra Ranges – accessible by everyone, when they need us.

Why we do it

Inspiring healthier lives

Our vision is to inspire as many people as we can to reach their personal health goals – that's what gets us out of bed in the morning.

Values that drive us

Friendly

We offer a welcoming and friendly place where people are treated equally with respect and dignity.

Local

We provide a strong local membership, board and workforce which keeps us grounded on what is important for clients.

Empowering

We respect the right of each individual to set their own health goals and help empower people to reach them.

Holistic

We understand all of a client's health goals, not just the issues at hand.

Inspiro's services are supported by funding from the Commonwealth and Victorian Governments.

On the cover: Inspiro Dentist, Tina Doctor.

CONTENTS

- 2 HIGHLIGHTS
- 4 BOARD CHAIR REPORT
- 5 BOARD OF GOVERNANCE
- 6 CEO REPORT
- 7 OPERATIONAL PERFORMANCE
- 8 DENTAL PROGRAM
- 10 PRIMARY CARE
- 16 MY EXPERIENCE
- 17 QUALITY OF CARE REPORT
- 24 THE INSPIRO JOURNEY
- 26 FINANCIALS
- 31 FEEDBACK



Acknowledgement of Country

We respectfully acknowledge the traditional custodians, the Wurundjeri people past and present of the Kulin Nation. We also pay respect to all Aboriginal Community Elders and people, past and present who have resided in the Eastern Metropolitan Region and have been an integral part of the history of this region.

Highlights

HIGHLIGHTS

Belgrave Hub

In May 2015 the Federal Government announced \$3.83 million in funding for the Belgrave multi-purpose Hub. This was in addition to the \$1 million from State Government. The Hub will include Council's Maternal and Child Health, Youth Services and Aged and Disability Services, as well as Inspiro's services and the Dandenong Ranges Emergency Relief.

The Hub design has been completed and has been submitted to Council for planning permits.

Diabetes monitor grant

Inspiro was delighted to be awarded a grant from the Lord Mayor's Charitable Foundation, facilitating the purchase of a Dexcom G4 – a continuous glucose monitor (CGM).

Diabetes is a major cause of illness in the Yarra Ranges, with the incidence growing by approx. 180% across the Yarra Ranges over the past 10 years. The device will enable those with diabetes to gain real-time feedback and empower them to better manage their chronic illness.

New website launched

In February 2015 Inspiro launched a new look, user friendly website. The website changes were made in response to consumer feedback and included changes to the layout and imagery on the site.



(left) **Mayor Maria McCarthy, Inspiro Board Chair Stephen Potter and Inspiro CEO Karyn McPeake** inspect the Belgrave hub plans.

Aboriginal health

A highlight for the 2015 Reconciliation Week in the eastern region was an event held on June 4th at Memorial Hall in Healesville. Facilitated by Cr Fiona McAllister, it was well attended by over 130 people comprised of many Aboriginal community members and Elders, Victorian government representatives, staff and Board representatives from Inspiro, HICSA and Yarra Ranges Council (YRC); along with staff members of key local organisations.

Sponsored by project partners Inspiro, HICSA and YRC, the event focused on *Integrating Indigenous Knowledge* and featured cultural activities, including creative visualisation, a didgeridoo performance, panel discussion. The keynote speaker was Professor Mick Dodson, Chair of the Australian Institute of Aboriginal and Torres Strait Islander Studies.

As an active participant on the YRC Indigenous Advisory Committee, Inspiro was pleased to hear Professor Dodson offer encouragement on the significant work that has been done on the production of a *Background Paper on Reconciliation*.



Tertiary health scholarships

Inspiro's annual scholarship program this year awarded \$10,000 in tertiary scholarships. The four talented recipients all demonstrated academic success, a passion to succeed in their chosen careers and a commitment to help improve the health and wellbeing of our local community.

Inspiro and our scholarship partners, Yarra Ranges Council and Eastern Melbourne Medicare Local, recognise the importance of providing tangible support to the Yarra Ranges Community.

Congratulations to the winners:

Inspiro \$3,000 Tertiary Health Scholarship:

Elizabeth Kay, Healesville: Masters of Nursing Practice and Post Graduate Certificate in Diabetes Education, Deakin University

Eastern Melbourne Medicare Local \$3,000 Tertiary Health Scholarship:

Kate Taylor, Mount Evelyn: Bachelor of Paramedic Practice / Bachelor of Public Health Promotion, Latrobe University

Inspiro \$2,000 Encouragement Award:

Jiyah Burgess, Monbulk: Bachelor of Nursing, Monash University

Yarra Ranges Council \$2,000 Mayoral Encouragement Award

Esther Rijk, Yarra Glen: Bachelor of Health Sciences, Masters in Dietetics, Deakin University



(Above left) **Professor Mick Dodson at Reconciliation Week event**
(Above right) **Tertiary health scholarship winners** (left to right) Elizabeth Kay, Kate Taylor, Jiyah Burgess, Esther Rijk.

Partnerships

Inspiro partnered with many organisations including:

- The children's occupational therapists developed a newsletter for local maternal and child health nurses.
- Agreements were developed with local aged care facilities to deliver services such as dental directly to clients at the facility.
- The dental team continued to engage more local schools, particularly those in unfluoridated areas, to improve the dental health of children.
- The population health team partnered with Eastern Health, Yarra Ranges Council and Women's Health East to plan, implement and evaluate the YOU&I Initiative.
- The YOU&I Initiative's message of 'Equality and respect go hand in hand' was promoted to football players and coaches through a partnership with the Eastern Football League and the Yarra Ranges Commission Football League.
- Supported the Yarra Ranges in Box social enterprise created by Melba Support Services. This enterprise delivers fresh and affordable produce to your door, while creating valued roles in the community for individuals living with a disability.



Board Chair REPORT

Stephen Potter, Chair, Inspiro Board of Governance

It is my pleasure to again
report to you on a very
successful year for Inspiro.

This year's achievements included:

- The upgrade of the sterilisation facilities at Inspiro, including the purchase of new equipment so that Inspiro can meet current and future requirements.

- Continued work with Yarra Ranges Council on the Belgrave Hub including receiving \$3.83 million in federal government funding for the project, submitting the planning permit and work on the design.
- Continued work with Yarra Ranges Council on the Belgrave Hub including receiving \$3.83 million in federal government funding for the project, submitting the planning permit and work on the design.
- The growth of fee paying services in both dental and allied health.
- A continued positive financial position.

- More than 13,000 people used Inspiro services in 2014-15, a sign of Inspiro important role in the local community.

The Board of Inspiro is committed to continuing the organisation's work to support people in achieving their health and wellbeing goals and to increasing Inspiro's profile, so that more people can benefit from our services.

The work of Inspiro is made possible through the dedication and commitment of our staff and volunteers. The board commends them for their dedicated work in continuing to deliver high quality services.

A highlight for Inspiro has been the progress of the Belgrave Hub and participating in the presentation of the federal government funding with Yarra Ranges Council. The Board has tracked this project with excitement as it moved into design phase in 2014-15. Our partnership with Yarra Ranges Council on this project is an important example of the way Inspiro works with partners to provide services to our community.

The financial performance for 2014-15 was positive. The board is continuing to use its reserves to invest in staff development, the Belgrave Hub and the expansion of our services.

I would like to thank my fellow board directors for their continued dedication and the staff, volunteers, clients and partners for their contributions to our organisation.



Board of Governance REPORT

The Board of Directors represents the community and ensures that Inspiro's services reflect the community's needs. The board has the principal responsibility for the governance of Inspiro.

Inspiro directors are bound by legislation including the Corporations Act 2001 (Cth), Australian Charities and Not-for-Profit Commission Act 2012 (Cth) and the constitution, and are guided by the objectives and powers of the company. Directors are elected by the members of Inspiro or appointed by the board.

Their key responsibilities are to:

- monitor key areas for risk (e.g. financial and assets, clinical activities, quality standards and client satisfaction);
- be the link with the community; and
- set the strategic direction and ensure that the needs of the community are met and that high quality services are provided within the limits of available resources.

Our board

Stephen Potter (Chair)
Partner, Anderson & Associates

Alex Lagerwey
(Chair, Finance Committee)
Financial Planner (self employed)

Diana Borgmeyer
Risk Management Adviser,
Victorian Managed Insurance
Authority

Linda Hancock
Senior Constable and Crime
Prevention Officer, Yarra Ranges
police service area

Kristin Michaels
CEO, Eastern Melbourne Medicare
Local

Alana Killen
CEO, Australasian College for
Emergency Medicine

Isha Scott
Executive Officer Community
Development, Yarra Ranges Council

Graham Warren
Area Manager, Trimas Corporation



(Right) **The Board**
(left to right) Graham
Warren, Isha Scott, Alana
Killen, Alex Lagerwey,
Diana Borgmeyer, Kristen
Michaels, Linda Hancock,
Stephen Potter pictured
on page 4.

CEO Report

CEO
REPORT

Karyn McPeake,
Chief Executive Officer

2014-15 was year two of Inspiro’s 2013-16 strategic plan. Our focus on improving the health and wellbeing of the Yarra Ranges community continues to drive everything we do.

Our achievements in 2014-15 included:

Achievements in 2014 -15	
Strategic Outcome 1: Being there for more clients in more places	<ul style="list-style-type: none">Dental clients increased to 8,390 from 7,069 in 2013-14A total of 1,699 new clients were seen through primary care services in 2014-152702 preschool and primary aged children received free dental screenings through school outreach visitsWaiting times for podiatry and counselling services were reduced by 70% and 40% respectively through the implementation of a centralised appointment booking process.
Strategic Outcome 2: The go-to place for clients and referrers	<ul style="list-style-type: none">A new website was launched in February 2015Inspiro’s work with GPs showed an improvement in their knowledge of Inspiro servicesIncreased social media and local media presence throughout 2014-15, focused on letting people know about Inspiro and our services
Strategic Outcome 3: Future proof our business	<ul style="list-style-type: none">Fee paying clients increased to 2,055 from 1,047 in 2013-14Drug and alcohol services commencedUpgrade to sterilisation facilities at Inspiro Lilydale which meet or exceed infection control requirementsBelgrave community hub progress receiving Federal and State funding and design and development underway



Inspiro continues to be focused on meeting the needs of our clients and community. Response from our clients through feedback forms and projects such as the client journey project help us improve what we do and illustrates the positive impact Inspiro has in people’s lives. Like this comment from a client to one of our OTs – “I just wanted to say ‘thank you’ to you, from the bottom of heart! You have made such an amazing and immeasurable positive difference in my life.”

My thanks to the entire Inspiro community, clients, staff, volunteers and partners, it is our work and commitment that is reflected in the results reported in the following pages.

A special mention of the passing of a much loved volunteer and retired staff member, Marge Walker. Marge reflected the spirit of Inspiro; passionate, committed and always willing to help.

Karyn McPeake
CEO

Operational Performance

REPORT

29,523
total client visits
in 2014-15

Inspiro is funded by the Department of Health to provide a range of primary health care services including community health, Home dental and Community Care, integrated chronic disease management and Healthy Mothers, Healthy Babies.

36%
increase in
clients over 3
years

Number of Inspiro clients	During 2012-13	During 2013-14	During 2014-15
Dental clients	6356	7069	8390
Allied health clients	3496	3921	5037
Total number of clients	9852	10,990	13,439
New dental clients	4350	4655	5927
New allied health clients	1668	1695	1699

Number of Primary care clients:	During 2014-15
Counselling	605
Dietetics	478
Occupational Therapy	878
Nursing	761
Children's Occupational Therapy	246
Children's Speech Therapy	398
Physiotherapy	889
Podiatry	782

Top 5 suburbs where Inspiro DENTAL clients reside:
1 - Mooroolbark
2 - Lilydale
3 - Croydon
4 - Wandin East
5 - Kilsyth

1498
private dental
clients in
2014/15

Over 2014-15 Inspiro has seen the following number of clients for specialist support:

- 96 - Alcohol and other drug treatment services
- 13 - ATAPS - Access To Allied Psychological Services
- 48 - Family violence support

Dental Program

DENTAL PROGRAM

Children's participation in dental

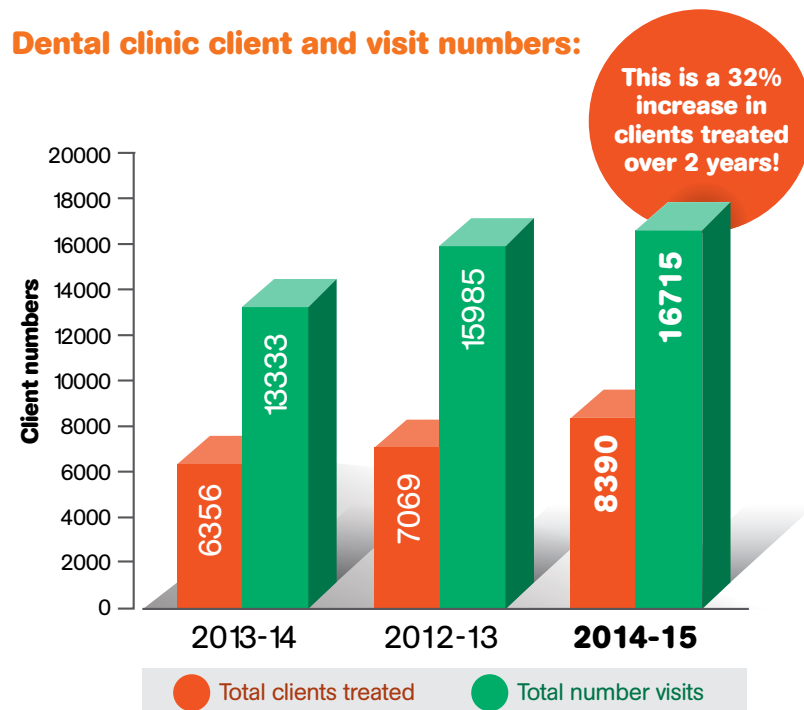
During 2014-15 Inspiro focused on increasing the number of children seen by the dental clinic. This was achieved through the dental outreach program and the introduction of the Child Dental Benefits Schedule (CDBS). The CDBS provides basic dental services to children up to \$1000 for eligible families.

In 2014-15 Inspiro treated 4534 children, of whom 3695 were new to Inspiro. This is significantly higher than the 1988 new children treated in 2013-14.

The CDBS was used for 1467 clients, 32% of children treated.

Please see the **Quality of Care Report** in this document (page 19) to view **Dental Quality, Safety and Clinical Indicators**

Dental clinic client and visit numbers:



Outreach

Inspiro's dental outreach program aims to make sure that dental screening, oral hygiene education and fluoride applications are available to children in the community. This was achieved by visiting pre-schools and primary schools to conduct dental checks.

From July 2014 to June 2015 the dental team visited 38 primary schools and 20 preschools.

2702 children received dental screening

This is an 800% increase from the 300 children screened in 2013-14

- 97.9% of children screened received fluoride application
- 34% had untreated cavities
- 82% were provided with clinical services
- 24% of the primary and pre-schools were located in non-fluoridated areas.

There has been positive feedback from the dental screenings, one primary school commented:

"Thank you for coming to scan our students' teeth. They loved their show bags and the screening was very quick and professionally conducted."

"Inspiro staff were friendly and respectful of children"

Waitlists

At the end of the financial year, the waiting list for dental check-ups (followed by having all necessary treatments performed) increased from 16 months to 17.2 months. The non-priority denture waiting list decreased from 27 months to 26.7 months in the previous year.



The Inspiro dental service saw **271** clients who spoke languages of the peoples of Burma (including Burmese, Karen and Chin). This signifies an increasing demand to provide services for people from this community.

Priority clients

The following priority groups were treated in the dental clinic:

- 1467 children via the Child Dental Benefits Scheme
- 133 Aboriginal &/or Torres Strait Islanders
- 345 refugees – 25% increase from 2013-14
- 4 asylum seekers
- 16 people experiencing or at risk of homelessness

Helping emergency clients

Inspiro exceeded Dental Health Service Victoria's compliance targets in all Triage (emergency) categories. This includes emergency visits for children and adults in low, moderate and high risk situations.

Feedback

Dental clients were surveyed on their experience at Inspiro. Over a period of one month, 50 consumers participated in the survey. Results of the survey were overwhelmingly positive:

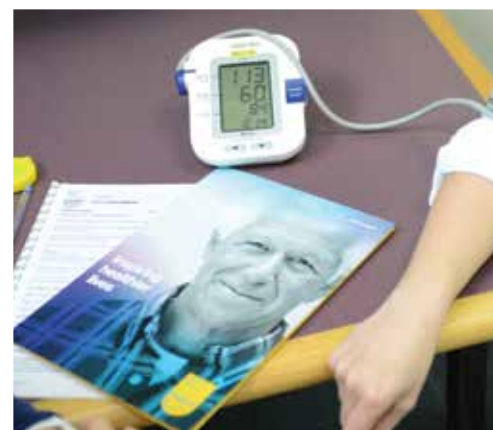
- Before my procedure, a staff member explained what would be done in a way that I could understand- 100%
- I was involved as much as I wanted to be in decision about my care and treatment - 100%
- The information provided to me by my dentist was easy to understand- 100%
- Overall, I feel I was treated with respect and dignity while I was at Inspiro - 100%

Primary Care

PRIMARY CARE

Community health

Community health services include allied health, counselling, nursing services, and health promotion delivered in a community setting.



Our community health service

At Inspiro, our community health services include:

- Counselling (including family violence counselling)
- Diabetes education
- Dental
- Dietetics
- Drug & alcohol services
- Exercise physiology
- Occupational therapy
- Physiotherapy
- Podiatry
- Social support
- Family support
- Children's speech pathology
- Children's occupational therapy
- Population health

Intake What is intake?

Intake is a single access point for all new clients and referrals to Inspiro.

While most of the work of intake occurs by telephone, clients are welcome to drop in if they prefer to discuss their options face to face.

What does intake offer?

- Information about the most appropriate Inspiro service for clients.
- Consultation and advice about potential referrals.
- Initial appointment booking with an appropriate clinician.
- Information about groups and programs.
- Advice and information about other community resources.

During 2014-15 the intake and access service has been very busy.

Some developments include:

- Managing counselling referrals from Eastern Melbourne Medicare Local (EMML) for the Access to Allied Psychological Services (ATAPS) program.
- Coordinating referrals for Alcohol and other Drug (AOD) counsellors, as part of the new Eastern Consortium of Alcohol and Drug Services (ECADS). Since September 2014 Inspiro has received 104 referrals for AOD counselling at our Belgrave and Lilydale clinics.
- Continuing to respond to new referrals within two days.

Children and families

Speedy progress

I have thoroughly enjoyed getting to know so many amazing families in the Yarra Ranges this year. One of my highlights was seeing the speedy progress with a particular four year old boy.

This child attended six occupational therapy sessions in order to get ready for school and to be able to participate in future speech pathology sessions. At the beginning he was unable to sit still on his chair without standing up and moving around. He held his pencil with his whole hand and could not recognise his name.

By the end of six sessions, the little boy was able to sit still at the table for at least 50 minutes and use a tripod pencil grasp. The boy was able to identify all letters in his name and write it independently. Overall, the little boy's Mum was happy with his progress and grateful he was ready for speech pathology.

Inspiro children's occupational therapist

Children's occupational therapy and speech pathology

The paediatric team at Inspiro had an excellent year. A new occupational therapist and speech pathologist were employed, enabling greater support for young families.

The team are continuously liaising with preschool teachers, communicating with maternal child health nurses, meeting with preschool field officers, referring to counselling services, and introducing families to early intervention services. Many of the children are joint clients, seen by both speech pathology and occupational therapy and our clinicians have enjoyed the opportunity to provide effective multidisciplinary care.

STARS–School Transition and Readiness Skills

STARS is a fun and interactive group for pre-school aged children. It was developed by Inspiro to provide children's occupational therapy services to children at risk of 'falling through the gap' before school. The program received equipment thanks to a grant received from the Inger Rice Foundation. The program incorporates fine and gross motor skills, social skills and self-regulation.

"Each session I have attended I feel like I have taken some knowledge away with me. Thank you!" SFCC Early Childhood Educator, 2014

"I feel more confident about my child's school readiness" Parent, 2014

ATAPS (Access To Allied Psychological Services) Child Mental Wellbeing Service

The ATAPS – Child Mental Wellbeing Service is a counselling service for children up to 12 years of age and their families where the child may have or be at risk of developing a mental health issue like depression and anxiety.

Parents can refer their child via their GP and are entitled to six free counselling sessions and a further six sessions if required. It can include individual counselling of the child and/ or parent child sessions; parenting strategy information; referral to other supports. Inspiro commenced this service as a trial in 2014-15. Of the children we have seen the issues presented included behavioural problems, low self-esteem, anxiety, being bullied, bullying others, poor anger management/ control, separation of parents impacting on child, insomnia and family violence impacts on children.



Groups and services for families

In 2014-15 Inspiro offered a range of groups and services for families, these include:

- Young Parents Playgroup – for parents aged 25 and under who need additional support.
- Sing, Play, Create – a group program with activities for young children held at Belgrave.
- Healthy Mothers, Healthy Babies – a program run to support women who need help during pregnancy and up to 6 weeks after birth.

Healthy living and eating



Occupational therapy

The occupational therapists at Inspiro have seen over 250 new referrals in the 2014-15 year. There has been a significant increase in referrals for private clients, including Department of Veteran's Affairs (DVA) and care packages.

Clients and referrers continue to be impressed by the quality of service offered by the Inspiro OT team who have a combined 66 years of practicing experience.

Nutrition and dietetics

Over 2014-15 Inspiro dietitians have run more than 30 presentations and workshops to a variety of audiences including:

- Maternal Child Health Centres – Fussy eating and introduction to solids.
- Yarra Ranges Council – young mums and bubs group.

- Diabetes support groups - Sugarbeats (Ringwood) and at Inspiro Lilydale.
- Dietitians contributed and participated in the Healesville Indigenous Community Services Association (HICSA) Bush Tucker sessions.
- Secrets to a Healthy You – seminar series on healthy and mindful eating.
- Diabetes Victoria supermarket tours.
- Cooking demonstrations to a range of groups, including Seniors' Week Festival and Lilydale Show.

In 2014-15 we had an increasing demand for preventative programs for young people with body image and eating disorders

Community health nursing

2014-15 saw an increased focus on community health nursing for Inspiro, with several new initiatives, including:

- A stop smoking program was implemented, offering individual assessment and follow up appointments to help clients reach their goal.
- A diabetes assessment service was implemented for clients wanting support with their diabetes management. It was developed as an alternative to the year long Healthy Living Support Program and includes an initial assessment, education and referrals, and a follow up appointment.
- Inspiro was approved by Diabetes Victoria to become a provider for the Life! Program, a Victorian lifestyle modification program that reduces the risk of type 2 diabetes and cardiovascular disease.
- In April 2015 a new Community Health Nurse was appointed to work on the Healthy Living Support Programme (HLSP).
- A Women's Health Clinic was established for women to talk confidentially with a community health nurse about women's health issues including breast health, menopause, continence and contraception.

Healthy bodies and minds



Podiatry

Over 2014-15 Inspiro's skilled podiatrists worked with hundreds of clients to offer preventative techniques, analyse walking patterns, prescribe orthoses and address ailments. A large portion of the work this year was with clients at risk of foot complications due to diabetes or other health conditions.

A new podiatry service was initiated, the 'Nail Care Clinic', to support people who have difficulty cutting their toenails but have no other medical issues.

Physiotherapy

2014-15 saw Inspiro physiotherapy go from strength to strength. Many new groups were run, in addition to individual therapy, with the number of clients referred increasing from approximately 550 in 2013 to approximately 600 in 2014.

Inspiro continued in its collaboration with U3A (a learning co-operative for older adults who encourage healthy ageing through educational and leisure activities) and delivered the 'Steady as You Go' falls and balance course and the new 'Staying Steady' strength and balance class.

Counselling

Inspiro counsellors support clients from many walks of life, providing individual and group counselling. They assist women and children to recover from family violence and support people of all ages who are experiencing life changes or mental health issues.

During 2014-15 Inspiro developed a drug and alcohol counselling service and ran the 'Road to Recovery' support group for those recovering from addiction. The group has received much positive feedback, including the feedback below.

Feedback

"The two big wins for me were coming to grips with the concept of sobriety and accepting it (albeit it is a work in progress) and the level of support and comradely provided by all of the people in the group. It stunned me how open and welcoming and supportive everyone was towards me"

"I thank you for hosting the group and for the time and effort you have afforded myself. Without your input, support and direction my mission would be a whole lot more difficult."

Inspiro counselling client

Social support

The social support program links our HACC clients (older people and younger people with disabilities) into services and social activities as well as providing information and support to carers/family members.

As well as individual clients, a friendship group, bookwell program and the stroke support group are co-ordinated by the social support worker at Inspiro.

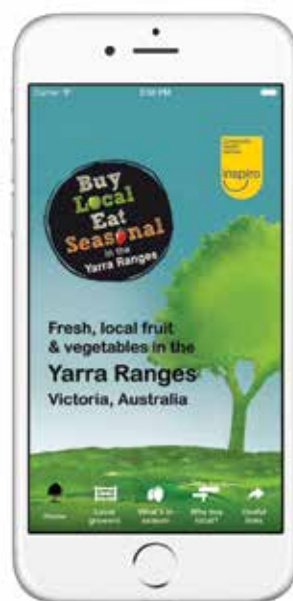
Population health

Buy Local, Eat Seasonal

Buy Local, Eat Seasonal is an innovative resource developed by the Inspiro population health team. The resource brings together a wide variety of fruit and vegetables, the benefits of buying local, and how to buy in season – all in one handy directory. This initiative encourages people to eat fresh, seasonal and locally grown produce.

The brochure was first developed in 2013 with very positive response and 7,000 copies of the brochure have been distributed throughout the Yarra Ranges to various community venues including visitor information centres, libraries and cafés.

With its success, we developed a digital version of the brochure to reach people more widely. The app is available for free download from the App Store and Google Play. Buy Local, Eat Seasonal now features 26 local farm gate and u picks. The app has been downloaded over 400 times and will be formally launched for Spring/Summer 2015/16.



YOU&I project

In 2014, Inspiro's YOU&I initiative began working with local football clubs and leagues, raising awareness of equal and respectful relationships to prevent violence against women. Football clubs are seen to be a central part of the community, particularly in rural areas, and they have the opportunity to have a positive impact.

The project visited local clubs in the Yarra Ranges, providing information sessions for club committees, parents and players (aged 13-16), and worked with the local football league to assist with their coaches professional development session. These interactive sessions focused on raising awareness of gender equality and respectful relationships, and the role a football club or coach can play to prevent violence against women.

Research explains that the root causes of violence against women are gender inequalities, and therefore, by focusing on the importance of relationships that are equal and respectful for both men and women, violence against women can be prevented!

The YOU&I initiative is led by Inspiro and Eastern Health, and is supported by Yarra Ranges Council and Women's Health East.



Aboriginal health

Inspiro continues to work closely with local, regional and State partners to achieve the outcomes of Koolin Balit, the Victorian Government strategy for Aboriginal Health. We continue to develop resources such as our cultural audit and training programs to ensure culturally sensitive service delivery.

In May 2015, Inspiro launched the Making Better Connections report. The report provides an overview of the recent Urban Indigenous Health Promotion project and outlines the key issues affecting culturally appropriate service delivery and referrals in Healesville and surrounds.

Bush Tucker program: booklet launched

Together with the Healesville Indigenous Community Services Association (HICSA), Yarra Ranges Council and the Healesville Living and Learning Centre, Inspiro is part of the joint Bush Tucker initiative. The project aims to increase awareness and knowledge of nutritious and culturally appropriate foods to improve the health outcomes of Aboriginal people living in the Yarra Ranges, as well as increase collaboration and partnerships among local organisations focusing on food and nutrition.

The Bush Tucker project produced a wonderful new resource which shares the journey of the project participants as well as important information about local bush plants and food.

Copies of the booklet can be purchased from HICSA.



(Above) **Robert Bamblett** playing the didgeridoo at the opening of the Reconciliation Week event at the Healesville Memo

NAIDOC Week 2014

NAIDOC stands for National Aborigines and Islanders Day Observance Committee. In the Eastern Metropolitan Region, it is now a tradition to hold a NAIDOC Ball on the Friday of NAIDOC week.

On July 11th 2014 over 200 people gathered to celebrate local Aboriginal culture, honour the those who served in wars for land and country, and celebrate the achievements of the year.

Led by MC Andrew Peters everyone celebrated award winners and were deeply moved by the presentation from guest speaker Cree Nation Elder Assistant Professor Michael Hart who holds the Canadian Research Chair in Indigenous Knowledge and Social Work, in the Faculty of Social Work at the University of Manitoba.

Inspiro joined with many other local organisations as a sponsor of the Ball.



My Experience WITH INSPIRO

My experience with Inspiro

Children's speech pathology

I first heard about Inspiro when looking for a speech pathologist to assist my five year old son with some difficulties he had with communicating. I was keen to get some support before he started Primary School, so I looked into a few options with speech pathologists and found the Inspiro service.

Our experience with Inspiro has been great. My son has enjoyed coming and Bronwyn [Inspiro children's speech pathologist] was able to work with him in a way that suited him and allowed him to learn and have fun at the same time. They developed a friendship which was very enjoyable and professional; and with me, Bronwyn was very open and informative.

Before we came to Inspiro, we thought that the process would be long and involved, but from the start the improvement with

our son's speech was dramatic. I think a lot of this has to do with Bronwyn's openness and friendliness that makes a client comfortable to learn and grow.



(Above) Inspiro Paediatric Speech Pathologist, Bronwyn Bail

"Before we came to Inspiro, we thought that the process would be long and involved, but from the start the improvement with our son's speech was dramatic."

Previously there were so many issues with his words that if we picked him up on all of them he wouldn't have been inspired to keep trying. Whereas now, if there is just one word in a sentence that is wrong, we can pick it up and try to reinforce how to say it correctly. We are at the point where we can do a lot of the work at home, and our son is ready for school next year.

Bronwyn gave us information to provide to our sons prep teacher so that she is equipped to continue his support in the transition to school. I always felt that I had been clearly explained what was happening and how to support my child at home. It's been great not only for my son's speech development, but for him growing up and his self-esteem.

Anonymous

Community Health Service

inspiro

Quality of Care Report 2014-15



This Quality of Care Report is also available for viewing and download on the Inspiro website www.inspiro.org.au

Consumer, carer and community participation

Inspiro community health prioritises access for population groups that:

- Experience poorer overall health outcomes.
- Have barriers to accessing adequate healthcare.
- That are economically and/or socially disadvantaged.
- That have complex care needs.

These population groups gain priority access:

- Aboriginal and Torres Strait Islanders
- People with an intellectual disability
- Refugees and people seek asylum
- People experiencing homelessness and people at risk of homelessness
- People with a serious mental illness
- Children in out-of-home care

A major strategic goal of the Inspiro strategic plan is: being there for more clients in more places. To achieve this we set ourselves five indicators:

1 Be available more of the time

We opened the dental clinic across 6 days and one evening. Evening community health services were made available upon request.

2 See more clients

The dental service saw 4534 children, up from 988 children seen the previous financial year.

3 See people in more places outside Inspiro

The school dental outreach program saw 2702 children across 38 primary schools and 20 preschools.

4 Find new ways to deliver our services

We worked with service providers to improve access for high needs clients to services.

Staff were provided education and training to support clients with diabetes and Aboriginal clients.

5 Be more responsive in treating clients

Introduction of single session therapy for counselling and a centralised bookings system resulted in increased responsiveness and reduction in waiting time.

Dental – Priority individuals treated in 2014-15	Number treated
Aboriginal &/or Torres Strait Islander	133
Refugee	345
Asylum Seekers	4
Homeless or at risk of homelessness	16

Inspiro response to referrals	%
Percentage of urgent referrals responded to in 2 days	100
Victorian average	67
Percentage of routine referrals responded to in 7 days	100
Victorian average	80

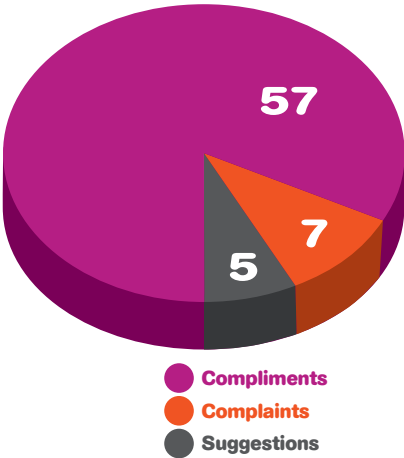
*Inspiro Victorian Community Health Indicators Results 2014-15

Quality and safety

Consumer feedback

Consumer feedback is provided through feedback forms and the hello@inspiro.org.au email. Feedback is valued and encouraged to assist Inspiro in celebrating the success of services with clients, to identify area for improvement and growth and to ensure that a positive service and experience for clients.

Consumer Feedback 2014-15



In 2014-15 Inspiro received a total of 69 items of written feedback. This is on par with 2013-2014 when we received 61 pieces of feedback. 83% of these were compliments, 7% were suggestions and the remaining 10% were complaints.

The compliments received were mostly relating to clinical services or the treatment clients received (53). Of the seven complaints received, six of these were regarding the dental service and one was regarding primary care services.

Suggestions:

In 2014-15 Inspiro also received suggestions through the consumer feedback process.

One of the suggestions was regarding the need for adult speech therapy services.

This feedback and the need for the service was reviewed and options to provide the service investigated. As a result, working in partnership with Eastern Health, adult speech therapy services will be offered in 2015-16.

A suggestion was made that the buildings, services and opening hours at Belgrave needed investment. This feedback aligns with Inspiro's planned redevelopment of the Belgrave site in partnership with Yarra Ranges Council. The redevelopment, the Belgrave Hub, will bring together Inspiro and council services on the current site and building is expected to commence in 2016.

Quality improvement process and activities to improve health outcomes

Managing risk

As part of our risk management policy, risks are recorded through incident reports, at team meetings and through our quarterly risk review process. Risks are discussed at all levels of our organisation, including the Inspiro board, and actions taken to ensure that any possible negative impacts to clients or staff is minimum.

Incident reporting

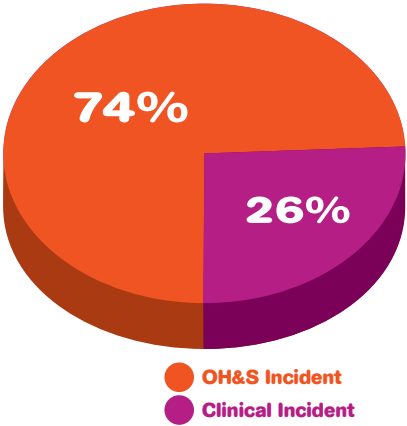
At Inspiro during 2014-15 there were 54 incidents reported, 25 more than were reported in 2013-14. Of the incidents reported during 2014-15, 74% were OH&S incidents, 26% were clinical incidents.

The majority of incidents relate to staff (14) or client (6) injuries. Of the incidents directly affecting clients, client injury (6) and client unwell (6) were the largest categories.

Client unwell relates to a client becoming unwell while at Inspiro as opposed to client injury which relates to clients being injured

while receiving care at Inspiro. Other client incidents were patient identification (3), disclosure (2) and an equipment (1) incident, bringing the total number of incidents impacting clients to 18.

Inspiro Incidents in 2014-15 by Type



Inspiro response to incidents

Inspiro made several changes in response to incidents during 2014-15. This included the purchasing of new equipment, altering policies and procedures and providing additional training to staff to enable them to deal with future incidents. Examples include:

- In response to incidents regarding aggressive behaviour Inspiro organised mental health awareness and security and threatening situations training sessions for staff.
- In response to incidents regarding equipment, chairs and tables were upgraded to ensure safety for clients and staff.
- In response to incidents regarding patient identification, a policy and procedure were drafted to formalise the process, the issue was discussed with staff and training provided on the procedure for patient identification and matching.

Dental health infection control, cleaning and clinical indicators

Infection control

Inspiro complies with the strict infection control standards for our dental clinic as a requirement of the National Safety and Quality Health Service (NSQHS) Standards. In the past year, Inspiro conducted an internal review of infection control policy and procedures to minimise risk to clients and staff. The sterilising room was completely upgraded and new sterilising equipment was installed.

Hand hygiene

Hand hygiene continues to be a focus of all staff at Inspiro, with particular focus for the dental clinic. Inspiro has adopted the World Health Organisation’s 5 Moments of Hand Hygiene in our dental clinic. All dental staff complete annual training and since implementing the program hand hygiene audit results have been excellent.

Dental clinical indicators

Clinical indicators measure the quality of patient care. The graphs on these pages identify the rate in which dental clients returned to Inspiro to rectify problems. Our clinical indicators demonstrate excellent clinical practice, outperforming the state in all but one case.



1 Restorative treatment within 6 months - adult

Restorative treatment refers to fillings needing to be redone because of a breakage or dislodgement. Inspiro has performed better than the region and the state with 7.3% of adults requiring retreatment out of 5223 teeth.

	Number of teeth treated	Number of teeth retreated	% retreated
Inspiro	5223	383	7.3
Region	30706	2418	7.9
State	223207	17076	7.7

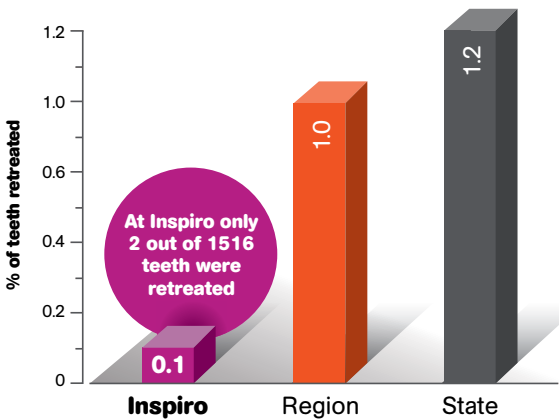
2 Restorative treatment within 6 months - child

Inspiro is performing marginally better than the region and state at 3.1% of fillings in children requiring retreatment out of 1480 teeth treated.

	Number of teeth treated	Number of teeth retreated	% retreated
Inspiro	1480	46	3.1
Region	9878	321	3.2
State	104255	3454	3.3

3 Unplanned return within 7 days of a routine extraction

This indicator looks at the number of people who had to make an unplanned return to the clinic within seven days of having a tooth taken out. Inspiro are outperforming the region and state with only 0.1% of 1516 teeth treated requiring an unplanned visit.



5 Extraction within 12 months of commencement of endodontic treatment

This indicator refers to teeth being removed up to 12 months after a root canal. Inspiro retreated 9%, the Region 8.1% and the State 6.9%.

Why?

Inspiro has a greater number of extractions in this case due to clients having the option to commence root canal treatment as an emergency measure to manage pain or aesthetics in the short term.

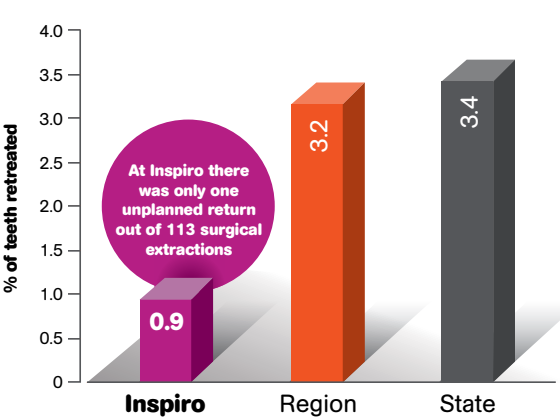
7 Fissure seal retreatment by multiple treatment modes within 2 years – child

A fissure seal is a plastic coating which covers the chewing surfaces of the back teeth. This indicator refers to the number of fissure seals needing replacing within 2 years. Once again, Inspiro is outperforming region and state.

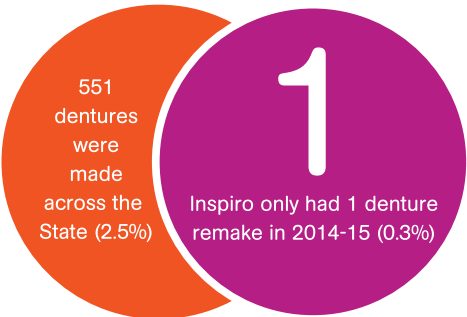
	Number of teeth treated	Number of teeth retreated	% retreated
Inspiro	1113	20	1.8
Region	13970	259	1.9
State	143215	4027	2.8

4 Unplanned return within 7 days of a surgical extraction

This indicator refers to clients returning to rectify complications from a more complex extraction where the tooth is cut for removal. We are outperforming the region and state with only 1 unplanned return visits out of 113 surgical extractions.



6 Denture remakes within 12 months



This indicator refers to dentures needing replacement within 12 months of the initial placement. Inspiro is outperforming the region and state with only 0.3% of 345 dentures made requiring remakes.

8 Pulpotomy/ pulpectomy retreatment by extraction within 6 months - child

No children’s teeth required retreatment after the removal of the nerve (pulp) from baby teeth to prevent future complications. Across the state 168 teeth were retreated.



Continuity of Care

Continuity of care

Continuity of care is concerned with the quality of care over time. There are two perspectives on this:

- 1 **Clients:** want a continuous caring relationship with Inspiro
- 2 **Inspiro:** aims to deliver an integrated, coordinated sharing of information between clinicians or health care providers.

As health care needs can rarely be met by a single professional, it is important to communicate to meet both of these perspectives. Over 2014-15 Inspiro clinicians have been working to improve their multi-care approach and communications and the results speak for themselves:



Care planning results

	Inspiro %	Victorian Average %
Percentage of complex clients with care plan present	100	63
Percentage of clients with chronic condition whose care plan communicated to GP	100	47

Source: Victorian Community Health Indicators Results 2014-15

Client experience results

	Inspiro %	Victorian Average %
Percentage of clients satisfied that intervention helped them manage their problem	91	68
Percentage of clients satisfied with involvement in decision-making about their care	84	75
Percentage of complaints acknowledged within 2 days of receipt	100	69
Percentage of complaints closed within 30 days of receipt	100	74

Source: Victorian Community Health Indicators Results 2014-15

Action taken

People with chronic and complex conditions

Over 2014-15 Inspiro commenced a number of new programs to improve the continuity of care for clients with, or at risk of developing, diabetes or other chronic conditions. These include the Life! Program, the diabetes education course and a new community health nurse specialising in chronic conditions and diabetes education.

Vulnerable and older people

An Inspiro podiatrist attended a homelessness prevention discussion with local representatives from different agencies in the area. Areas of focus included health checks and treatment for those experiencing homelessness.

Education on foot care to avoid further foot complications was discussed along with best practice.

Consumer Participation

Inspiro treats over 13,000 clients per year and has an overall consumer satisfaction at 92%

Volunteers

Volunteers play a very important role in the services provided at Inspiro. Volunteers work alongside our staff and directly with our clients, building relationships with everyone around them. Inspiro volunteers come from all walks of life, including tertiary students, stay-at-home parents, part-time workers and retirees, all of whom bring a unique set of skills, passion and personal attributes.



(Above) Inspiro Volunteers at the Volunteers'Week afternoon tea

Vale Marge Walker

In February 2015, Inspiro staff members were saddened by the loss of long-time friend, past staff member and volunteer, Marge Walker.



Marge had worked for Inspiro for eleven years as an allied health assistant. After she retired in 2013 she remained in contact with Inspiro, helping out as a volunteer with the Friendship Group, Sing Play Create and the Carers Group.

Comments from our volunteers

"Inspiro looked after me when I was sickly. The water exercise helped me immensely and after a few years and a couple of operations I felt well enough to consider quitting. Just about then, Angela from Inspiro asked me to help as a volunteer. It's been good. I love meeting people and each week it is like a big family get-together as we all exercise and splash about in the pool.

A side bar to this is that I have been taught CPR and basic lifesaving. It is good to be able to give something back... and to enjoy doing it as well. Thank you, Inspiro, for this opportunity."
- George

"I like volunteering for Inspiro to see the happy faces and doing good things for people. I have made some good friends in the local area."
- Gerdie

Inside Inspiro tours

Inside Inspiro Tours continued in 2014. Inspiro opened its doors to the general public to give a behind the scenes tour of our services. Tours were reviewed in 2015 to be continued through 2015/16.

New Inspiro website

In February 2015, Inspiro launched a new look website.

Following from consumer feedback on the look and feel of the site, Inspiro developed a new website. Changes included new images, including those of our staff and clients and changing the layout so that you can find the information you need more easily.

The Inspiro Journey Through Consumers' Eyes – Project Summary

Why we did this project?

At Inspiro, we are committed to listening to people who use our service to improve the way we do things.

In our Consumer Participation Plan 2013-16, we aim to seek and use our consumers' feedback to improve programs, services and practices at our organisation. This project sought to hear their stories to get a better understanding of their journey through Inspiro.

How we did it

We asked consumers if they would like to share their experience with us in an interview, between March and April 2015. An Inspiro project officer interviewed nine consumers to hear their stories.

"It's a hidden place. If it was on the main road and they had signs and everything, people would think 'Oh wow, look at this'...It's a hidden gem."

- Inspiro Consumer



How can we improve?

Consumers spoke about many interesting things about their experience in the interviews, and showed us gaps in how we provide care. Here are ways we can do things better:

- 'Get the word out' about us into the community.
- Make it easier to see what programs and services are offered.
- Have maps of both sites on our advertisements, website, brochures and flyers.
- Clearly display signs for parking.
- Build stronger relationships with other health professionals to improve referral pathways.
- Improve the way that we involve consumers in the coordination of their care.
- Offer simpler ways for our consumers to give us feedback.
- Consider offering group programs at other sites.

- Provide enough notice of the dates we are closed.
- Consider options for reducing dental waiting lists e.g. using funded vouchers.
- Ensure safety of consumers accessing the building.

Where to next?

We are working on making these changes to better meet the needs of our community, and plan to follow up our consumers to see if their experiences have changed or improved.

We value our community and will continue listening to their voices to improve how we provide care.

To obtain a copy of the full report "The Inspiro Journey" please call us on (03) 9738 8801 or visit our website.

At Inspiro, we are committed to listening to people who use our service to improve the way we do things.

Statement of Comprehensive Income
For the Year Ended 30 June 2015

This is an extract from the full financial statements.
Full copies of the financial statements and
accompanying notes are available upon request.

	Note	2015 \$	2014 \$
Revenue	2	6,762,546	6,784,404
Employee benefits expense		(4,762,053)	(4,409,693)
Depreciation and amortisation expense		(86,615)	(77,329)
Professional fees		(249,322)	(193,476)
Office expenses		(102,311)	(106,333)
Occupancy expenses		(238,342)	(147,949)
Motor vehicle expenses		(33,720)	(37,920)
Program/health education expenses		(564,895)	(789,599)
Marketing and promotion expenses		(59,647)	(51,564)
Other expenses		(163,798)	(54,509)
Surplus for the year		501,843	916,032
Other comprehensive income			
Items that will not be reclassified subsequently to net result			
Changes in fair value of non-curent assets		(132,693)	
Total comprehensive income for the year		369,150	916,032

Statement of Changes in Equity
For the Year Ended 30 June 2015

2015	Retained Surplus \$	Asset Revaluation Reserve \$	Total \$
Balance at beginning of financial year	4,853,840	760,321	5,614,161
Surplus attributable to members	501,843	-	501,843
Revaluation decrement		(132,693)	(132,693)
Total comprehensive income for the year	5,355,683	627,628	5,983,311

2014	Retained Surplus \$	Asset Revaluation Reserve \$	Total \$
Balance at beginning of financial year	3,937,808	760,321	4,689,129
Surplus attributable to members	916,032	-	916,032
Total comprehensive income for the year	4,853,840	760,321	5,614,161

Statement of Financial Position
As at 30 June 2015

	Note	2015 \$	2014 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	5	1,140,765	897,819
Trade and other receivables	6	268,551	309,866
Other financial assets	7	4,463,111	4,274,870
Other assets		73,753	64,382
TOTAL CURRENT ASSETS		5,946,000	5,546,937
NON CURRENT ASSETS			
Property, plant and equipment	8	1,425,453	1,333,884
TOTAL NON CURRENT ASSETS		1,425,453	1,333,884
TOTAL ASSETS		7,371,453	6,880,821
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	10	479,515	459,762
Employee benefits	11	819,932	738,816
TOTAL CURRENT LIABILITIES		1,299,447	1,198,578
NON CURRENT LIABILITIES			
Employee benefits	11	88,695	68,082
TOTAL NON CURRENT LIABILITIES		88,695	68,082
TOTAL LIABILITIES		1,388,142	1,266,660
NET ASSETS		5,983,311	5,614,161
EQUITY			
Reserves	12	627,628	760,321
Retained earnings		5,355,683	4,853,840
TOTAL EQUITY		5,983,311	5,614,161

Finance and Audit COMMITTEE REPORT

The 2014-15 financial year resulted in a surplus of \$501,843. The key drivers of the result were increased revenues from the Child Dental Benefit Scheme, additional state funding for dental, allied health and drug and alcohol services and growth in private practice services.

2014-15 was a year of investment. An investment in facilities to support staff continue their great work and to make the client experience more pleasant. The sterilisation facilities in Lilydale were upgraded into a central sterilisation room for dental and podiatry with modern equipment. The Lilydale site received a refresh including replacing carpet and painting to the interior of the building. New and more functional cars were also purchased. And work progressed on the plans for the redevelopment of our Belgrave site with the project successful in receiving Federal and State government funding.

Other achievements in 2014-15 include:

- Growth in private dental services including the provision of discounted private services to concession card holders
- Funding contract targets met or exceeded
- Increased child participation in dental services through outreach to pre-schools and primary schools and utilisation of the Child Dental Benefit Scheme
- Delivery of drug and alcohol services
- Launch of a new Inspiro website featuring images relevant to the Yarra Ranges community

The positive financial result will position us for the challenges of the new funding environment including an increase in package and client held funding approaches and will allow us to continue to invest in staff and services.

I express my sincere thanks to my board colleagues, Stephen Potter and Graham Warren and staff members Karyn McPeake and Carmel Wells for their professional contributions to the Finance and Audit Committee throughout the year.



Alex Lagerwey

Chair,
Finance and Audit Committee

Independent Auditor's REPORT

Independent Audit Report to the members of Ranges Community Health t/a Inspiro

We have audited the accompanying financial report of Ranges Community Health t/a Inspiro, which comprises the statement of financial position as at 30 June 2015, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the responsible entities' declaration.

Directors' Responsibility for the Financial Report

The directors of the company are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards and the Australian Charities and not-for-profits Commission Act 2012 and for such internal control as the directors determine is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with

Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance about whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the company's preparation of the financial report that gives a true and fair view in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the company's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the directors, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Independence

In conducting our audit, we have complied with the independence requirements of section 60-40 of the Australian Charities and Not for profits Commission Act 2012.

Opinion

In our opinion the financial report of Ranges Community Health t/a Inspiro is in accordance with Division 60 of the Australian Charities and not-for-profits Commission Act 2012, including:

- (a) giving a true and fair view of the company's financial position as at 30 June 2015 and of its performance for the year ended on that date; and
- (b) complying with Australian Accounting Standards (including Australian Accounting Interpretations) and the Australian Charities and not-for-profits Commission Regulation 2013.



ACCRU MELBOURNE



G D WINNETT
Chartered Accountants
Partner

8 September 2015

Directors' Declaration

The directors of the entity are the responsible persons and the responsible persons declare that:

1. The financial statements and notes are in accordance with the Australian Charities and not-for-profits Commission Act 2012 and:
(a) comply with Australian Accounting Standards (including Australian Accounting Interpretations) and the Australian Charities and not-for-profits Commission Regulation 2013; and
(b) give a true and fair view of the financial position as at 30 June 2015 and of the performance for the year ended on that date of the entity.



Director
Stephen Potter (Chairperson)



Director
Alex Lagerwey
2. In the responsible persons' opinion, there are reasonable grounds to believe that the entity will be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with a resolution of the Board of Directors
- Dated 8 September 2015
-
- Feedback Form
FEEDBACK FORM
-
- 31
- Our 2014-15 Annual Report is widely distributed among the community. We recognise that our consumers are diverse in terms of demographics and have different means of accessibility. However, changes to the way we distribute the Annual Report will come from any feedback we receive in regards to getting a copy.
- Anyone is welcome to request a copy by calling Inspiro on 9738 8801 or emailing hello@inspiro.org.au. It can also be downloaded from our website at inspiro.org.au.
In order to make improvements to our Annual Report, we welcome our readers' feedback. Please tell us what you think by answering the questions below (please tick):
- | | Strongly agree | Agree | Not Sure | Disagree | Strongly disagree |
|-------------------------------|----------------|-------|----------|----------|-------------------|
| Easy to understand | | | | | |
| Informative and helpful | | | | | |
| Print was large enough | | | | | |
| Layout – simple | | | | | |
| Interesting to read | | | | | |
| Photos and graphs were useful | | | | | |
- Please turn over

How did you get a copy of the Annual Report? Please circle.

In person By mail Requested via phone/email Inspiro website

Other _____

Further comment:

Optional information:

Would you like us to contact you about your feedback? (Please circle) YES NO

If 'YES', please include your details:

Name:_____

Address:_____

Phone: _____Email: _____

THANK YOU

Your feedback is very important and helps us to improve our Annual Report.

Please return this form by post or in person to **Inspiro, 17 Clarke Street, Lilydale VIC 3140**

or scan and email to **hello@inspiro.org.au**.

Inspiro services and programs

Our services

- Adult Speech Pathology
- Community Health Nurses
- Counselling
- Dental
- Diabetes Education
- Dietetics
- Exercise Physiology
- Occupational Therapy
- Paediatric Speech Pathology
- Paediatric Occupational Therapy
- Physiotherapy
- Podiatry
- Population Health
- Social Support

Our groups and programs

- Gentle exercise
- Fitness Group
- Aquatic Physiotherapy
- Hip Health Knee Knowledge
- Steady as You Go
- Chi for Arthritis
- Chronic disease
- Healthy Living Support Program
- Understanding Diabetes Course
- Adult Services
- Communication Chat Group
- Stop Smoking Service
- Wellbeing
- Well Women’s Clinic
- Feeling Good About Yourself
- Finding Me Being Free
- Healthy eating
- Healthy Eating Workshops
- Healthy Supermarket Tours

Want to find out more about our services?

Visit **www.inspiro.org.au**

Ask to join our newsletter by emailing us at **hello@inspiro.org.au** or calling **9738 8801**

Parenting

- Let’s Play
- Healthy Mothers Healthy Babies

Children

- Perception Motor Program

Social support groups

- Carers Group
- Graduates Walking Group
- Diabetes Support Group
- Stroke Survivors Group
- Interlink
- Friendship Group

Community services

- Needle Syringe Program
- No Interest Loans Scheme



Contact Us

Call: (03) 9738 8801

Fax: (03) 9739 4689

Email: hello@inspiro.org.au

Write: 17 Clarke Street, Lilydale VIC 3140

Web: inspiro.org.au

Lilydale

17 Clarke Street
Lilydale VIC 3140
(03) 9738 8801



Belgrave

1624 Burwood Highway
Belgrave VIC 3160
(03) 9738 8801



@InspiroCHS



/InspiroCHS

www.inspiro.org.au